

STATE OF VERMONT
PUBLIC SERVICE BOARD

Docket No. _____

Petition of Central Vermont Public Service)
Corporation and Green Mountain Power)
Corporation Requesting an Investigation into)
The Establishment of Retail Access)
Policies and Procedures)

CONSUMER PROTECTION STANDARDS

The Public Service Board (the “Board” or “PSB”) shall prescribe standards for the protection of customers purchasing service under the Retail Open Access Tariff (“R-OAT”). Those standards shall, as the Board may determine and amend from time to time, include or provide for:

- (1) Disclosure standards to enable Generation Service consumers to base their selection of an ESP on resource preference, and to knowledgeably compare Generation Service offerings. These standards may include provisions for the form and content of disclosures and labeling required for Generation Service offerings and transactions, which may include, at a minimum:
 - (A) information on price, and risk of price variability;
 - (B) terms and conditions of service;
 - (C) types of generation resources in an ESP’s mix and percentage of power produced from each source;
 - (D) quantity of major environmental impacts per unit of energy, as required under Emission Portfolio Standard; and
 - (E) energy efficiency opportunities, if any, that accompany Generation Service.
- (2) A consumer bill of rights addressing, at minimum, the consumers’ right:

- (A) to know and control what they are buying and from whom;
 - (B) to know the full price and terms of purchases;
 - (C) to purchase under reasonable payment terms;
 - (D) to receive fair treatment by all providers, including clear and stable divisions of responsibility between the ESP and Delivery Service utility;
 - (E) to join with other consumers for mutual benefit;
 - (F) to obtain impartial resolution of disputes concerning matters over which the Board has jurisdiction;
 - (G) to receive reasonable consideration for failures or missed appointments;
 - (H) to participate in the design and evaluation of restructuring in a manner determined by the Board;
 - (I) to have access to Delivery Service and to retail Generation Service from any ESP participating in the R-OAT regardless of payment or other disputes with retail providers of Generation Service as long as Delivery Service charges are paid to the utility;
 - (J) to be free of discrimination in price, terms, conditions or offers on any basis other than credit history that is improper or inconsistent with these Consumer Protection Standards;
 - (K) to control the disclosure of information about the consumer, including information about the consumer's electric usage;
 - (L) to be free from unreasonable privacy intrusions, including access to an organization that assures that consumers do not receive unwanted telephone call solicitations and other unwanted solicitations; and
 - (M) to be able to assess the respective environmental impacts of competing sources of electricity, when making Generation Service purchase selections.
- (3) Fair treatment of retail consumers participating in the Retail Open Access Tariff, including but not limited to service, deposits, billing, notices, connection, disconnection and reconnection, dispute resolution, due process and appeal, liability, and service quality. Such protections may include a prohibition against

altering any retail consumer's choice of ESP without the consumer's prior written consent. Such protections may be at least as protective of consumers' interests as the applicable standards established by the Board prior to the effective date of the R-OAT.

- (4) Provision by the Delivery Service utility and participating ESPs of notices to retail customers regarding the establishment and operation of electric industry restructuring and the Retail Access Program, including notices of the availability of Delivery Service and both Default Service and Transition Service offers.
- (5) The manner in which payments by retail consumers may be handled, including that they may be applied first to tariffed Delivery Service, second to wires charges authorized by the Board, and thereafter to ESPs for Generation Service.